

# How to Succeed With Volunteers-In-Parks

60-Minute Module Series

## ORIENTATION

### Training Guide

#### HANDOUTS

**National Park Service  
Volunteers-In-Parks Program**



## **Guide to Handouts**

- H-1:** Key Concepts of Orientation
- H-2:** Basic Elements of VIP Orientation
- H-3:** Volunteer Orientation (checklist)

# Key Concepts of Orientation

**The purposes of orientation are to make new volunteers feel welcome and appreciated, and to give them basic information which will be helpful in starting their jobs.**

## Concept 1

**Whether formal or informal, orientation begins the moment the volunteer first shows up for work and affects everything that follows.**

You will only have one chance to make a good first impression. Your attitude, your appreciation, and your efficient use of the volunteer's time will speak volumes about how seriously you are taking that individual. Make the most of it! Have fun! And make sure your volunteers know you are committed to helping them have a great volunteer experience! **And don't forget to have volunteers sign the appropriate agreement forms before they start working!**

## Concept 2

**A complete orientation should welcome and introduce the new volunteer to the National Park Service, the park and park operations, the staff, and the job.**

A complete orientation does not mean a long, overwhelming orientation. The important thing is to make sure all the bases are covered in order for the volunteer to do his or her job and to have an enjoyable and productive experience. Certainly the extent of the orientation should relate to the work the volunteer will perform. But even a very short volunteer assignment should begin with a warm welcome, an introduction to the National Park Service mission, the park, key staff and the job to be done.

## **Basic Elements of VIP Orientation**

1. Welcome and introduction to key staff
2. Introduction to agency and park
3. Rules, regulations, and necessary forms
4. Logistics
5. Safety/emergency procedures
6. Standards of Conduct
7. Introduction to job

# Volunteer Orientation Checklist

## A Guide for Supervisors

You only get one chance to make a good first impression on your new volunteers. By following the checklist below, you will be giving the clear message that they are welcome and you are taking their donated services very seriously.

- \_\_\_\_\_ Staff and VIP introductions and welcome
- \_\_\_\_\_ Introduction to NPS, the park, and the VIP program
- \_\_\_\_\_ Park rules and regulations
- \_\_\_\_\_ VIP uniform/dress code
- \_\_\_\_\_ Buildings and grounds orientation including restrooms, parking, lunch-rooms, etc.
- \_\_\_\_\_ Paperwork/explanation of necessary forms including Form 10-85 (individual volunteer agreement form), Form 10-86 (group volunteer agreement form), job description, logging work hours, etc.
- \_\_\_\_\_ Introduction to the job
- \_\_\_\_\_ Safety procedures/fire plan and emergency procedures/first aid
- \_\_\_\_\_ Location of supplies
- \_\_\_\_\_ Use of government equipment/telephone procedures
- \_\_\_\_\_ Use of government vehicles (if applicable)
- \_\_\_\_\_ Expense reimbursement procedures
- \_\_\_\_\_ Tax deduction information (IRS Publication 526)
- \_\_\_\_\_ Code of Conduct
- \_\_\_\_\_ Volunteer manual
- \_\_\_\_\_ Injuries/Worker's compensation procedures
- \_\_\_\_\_ VIP orientation video